



*DIRK KEMPTHORNE, GOVERNOR*  
*Roger B. Madsen, Director*

**WIAB 06-03**

**DATE:** October 24, 2003

**TO:** All Local Workforce Investment Areas

**FROM:** Cheryl A. Brush, Chief, Workforce Systems Bureau

**SUBJECT:** Limited English Proficiency (LEP) Language Line Services Availability

Recipients of WIA funding are required to provide services and information in a language other than English for applicants and participants with Limited English Proficiency in order that these customers be effectively informed of, and able to participate in, WIA programs and activities.

The State of Idaho, Department of Administration, allows public and private non-profit providers of WIA services to utilize its contract rate with Language Line Services, a private company providing telephone interpreter service in over 150 languages. The Department of Administration contract rate for usage of Language Line Services is currently \$1.85 per minute.

Providers of WIA services will need to contact Cheryl Dearborn, Telephone Service Program Manager, Department of Administration, at 208-332-1845, to set up an account to use the state's rate.

If you have questions or concerns, please contact your grants officer.